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CAPE REGIONAL HEALTH SYSTEM:

Enhancing Security and Capacity with Cortrucent Technologies

SUMMARY

- As a local community health organization, Cape Regional Health System's small IT team of 7 was responsible for 1,400 users across the organization. To free up in-house resources to focus on more strategic priorities, Cortrucent Technologies was brought in to provide expert support for firewall management, program roll outs, and enhanced HIPAA security measures.

- In their assessment, Cortrucent identified vulnerabilities with Windows 7. To enhance security and simplify support processes, Cortrucent supported the full launch and implementation of a company-wide roll out of Windows 10.

- Cortrucent assessed existing systems and created a custom, forward-looking strategy to enhance security. Identifying where and what the gaps were, Cortrucent designed tailored education programs, leveraging the user awareness platform KnowBe4, for cybersecurity and phishing campaigns to empower all team members to be part of the security solution.

ABOUT CAPE REGIONAL

Cape Regional Health System is an integrated healthcare delivery system serving residents and visitors throughout Cape May County, NJ. The system includes Cape Regional Medical Center, three urgent care facilities, Cape Regional Physicians Associates with primary care providers and specialists delivering services in multiple locations throughout Cape May County.

CAPE REGIONAL
MEDICAL CENTER

THE CHALLENGE:

Strengthening Security and Alleviating Pressure on Internal Resources

As a small, local team, Cape Regional Health Systems internal IT department was struggling to keep up with daily demands, security management, and support tickets. With a team of 7 providing support for 1,400 users, more immediate concerns and strategic initiatives made firewall management a challenge. They needed support from a team with specialized skills and proven expertise to handle day-to-day management and configuration.

Simultaneously, a worldwide uptick in cyber breaches, ransomware, and other cyberthreats meant cybersecurity was a factor that needed solving quickly across the organization. Faced with additional stressors from the COVID-19 pandemic, as more people relied on the health care sector and more service delivery and business operations were conducted virtually, the need for an update became more urgent.

Cortrucent offered deep technical expertise, additional support, and a strategic edge to help Cape Regional Health System get back on track and transform IT from a risk factor to a business enabler and driver. Taking over firewall management and maintenance and performing a full security assessment led to a strong partnership. With deep knowledge of the business, Cortrucent identified Windows 10 and human security risks associated with phishing campaigns as worthwhile initiatives to enhance security and mitigate future risks.

THE SOLUTION:

Specialized Support for Targeted Security Management, Standardization, and Staff Education

Cortrucent was brought in to assess the current state of firewalls and develop a custom plan that met Cape Regional Health System's budget and timeline with lasting solutions. The strategy aimed to maximize security outcomes while minimizing spend. Taking on firewall support, full secure management, configuration, and cybersecurity, Cortrucent freed up the Cape Regional Health System to focus on ticket support and other forward-looking strategic projects.

Through the assessment, Cortrucent also highlighted the vulnerabilities presented by Windows 7. To mitigate the risk, Cortrucent supported a company-wide upgrade to Windows 10. Offering additional resources and completing the migration floor-by-floor, the team engaged with users across the company and ensured systems were set up on all workstations with minimal disruption to the business. The Cortrucent team worked quickly, building rapport across the organization and empowering all 1,400 team members to do their jobs more confidently and securely through the new operating system.

Identifying the human risk presented through phishing, Cortrucent, the Cape Regional Health System IT team and Health Insurance Portability and Accountability Act (HIPAA) Security Subcommittee set their sights on evolving requirements and the opportunity to improve phishing awareness. Cortrucent led, branded, and executed a customized testing, training and education program for the entire organization from start to finish. Leveraging the KnowBe4 platform, Cortrucent created a tailored curriculum to help every user understand risks and signs of phishing attacks. The program tests users current knowledge, then educates them on the danger of cyber attacks while providing strategies on how to avoid phishing, and provides resources to apply these lessons.

The targeted approach, expert support, fast deployment, and ongoing education and development program offer peace of mind about the company's security. As a result, the Cape Regional Health System team can focus on strategic imperatives while continuously strengthening security across the organization. With measurable results, Cortrucent can adapt and improve approaches to focus on different areas and ensure results meet user needs across the organization and, ultimately, protect the team and their clients' data.

THE OUTCOME:

Strengthened Security:

By providing 24/7 support for firewall management, Cortrucent has created a lasting strategy for firewall management and configuration. Ongoing, full management and responsive lines of communication have alleviated pressure on the Cape Regional team to focus on strategic initiatives.

Enhanced Productivity:

The ongoing Windows 10 migration eliminates vulnerabilities associated with outdated software and offers the team faster load times, higher security, and a standardized system for every employee. The upgrade also simplifies support processes and, as an added bonus, Cortrucent's customer-first approach has built trust with users, strengthening workplace culture and understanding of IT.

Proactive Security Strategy:

Based on their in-depth knowledge of Cape Regional Health System needs, Cortrucent saw beyond technical security and identified people as a key vulnerability at the organization. To mitigate the human factor, Cortrucent designed and delivered a custom phishing education program for the entire organization.

> *We needed more than just a support provider, we needed a partner relationship with managed services. That's why we chose Cortrucent. They listened to our needs and took the time to understand where we were financially, what had to be done, and what we wanted to do, and tailored their offer to what we needed.*

— David Naylor, Director of Information Technology at Cape Regional Health System

ABOUT CORTRUCENT

Strategy, innovation and vision starts with Cortrucent Technologies CIOs, CTOs, and CISOs performing a deep dive into your organization to fully understand your business and how it operates. Cortrucent Technologies team offers extensive experience and knowledge in your industry and how industry specific technology solutions will help your growth your business. The team has 25+ years' experience in healthcare, retail, manufacturing, distribution, construction, and non-profit. Every Cortrucent Technologies team member is a critical piece of our operations in order to provide the best experience to our clients.

Work with Cortrucent to drive innovation and see how IT and Tech can become more than the cost of doing business and transform these departments into profit support centers.

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